

9 May 2001

From: Command Customer Relations Representative
To: Commanding Officer, Naval Medical Clinic Annapolis

Subj: HEALTH CARE CONSUMER COUNCIL MEETING OF 8 MAY 2001

Encl: (1) Meeting Notice and Agenda
(2) Attendance Sign-in Sheet

1. The quarterly Health Care Consumer Council meeting was held 8 May 2001 at 0900 hours in the main conference room, Naval Medical Clinic, Annapolis with CAPT Dennis McClain presiding. Enclosures (1) and (2) provide supporting documentation.
2. Welcome/Introductions: CAPT McClain welcomed attendees to the meeting and introduced NMCL staff members and others in attendance. He spoke briefly about changes at the clinic for our Medicare population, the new plebes coming in late June and the changes in our Executive Officer and Commanding Officer positions.
3. Mandatory Medical Records Verification for Active Duty: ENS Dawn Zahumensky presented information on the on-going initiative to verify medical records on active duty members during their birth months. She informed the group that a message had just gone out to all commands regarding the need to call Ms. Shermaine Robinson at 293-1200 to set up an appointment. We did not complete record verification for the months of December – March so we are catching up on those months as well.
4. No More Active Duty Co-Payments: Ms. Karen Coffman reminded the group that effective 1 April, active duty prime family members no longer had to pay co-payments when seeking care outside of a military treatment facility. The exception is pharmacy prescriptions.
5. TRICARE and your permanent change of duty station : Ms. Coffman reviewed the need to check DEERS information when moving and changing duty stations. All addresses and phone numbers must be correct. It improves the likely hood that bills will be paid and that someone from the assigned military treatment facility will be in a position to help if medical assistance or coordination is needed. All new check-ins at the Naval Academy complex are required to check in with the TRICARE office already. The TRICARE office is close to the DEERS office.
6. Pharmacy Changes for Non-military Pharmacies: Karen Coffman spoke again about improvements to the pharmacy benefits for our beneficiaries brought about by the National Defense Authorization Act. Co-payments at network pharmacies are \$3.00 for a 30-day supply of generic drugs and \$9.00 for a 30-day supply of brand-name drugs. The mail-order pharmacy program provides a \$3 and \$9 co-payment for a 90-day supply of drugs. These changes have vastly decreased the financial burden for beneficiaries who use drugs not carried by the military pharmacies and those who are

Medicare eligible and do not have a prescription benefit. Mrs. Lucas asked what happens if someone has other health insurance. Ms. Coffman explained that the other health insurance pays before TRICARE. TRICARE will pick up the difference between what the other health insurance pays and the \$3 or \$9 co-payment.

7. Medicare Updates: Susan Knight from the Anne Arundel County Office of Aging said legislation has been passed but not signed by the Governor of Maryland that will assist low-income seniors. The legislation would affect seniors earning approximately \$30,000 or less who used to belong to one of the Health Maintenance Organizations that pulled out of the Medicare Program. If the Governor signs the bill, it will take effect July 1 for a period of two years and will be administered by CAREFirst.
8. We went around the table and asked for questions or comments. Chief Hanner from the band thanked the clinic for our continuing medical support. He asked if all prescriptions and referrals are electronic or if some are done by hand. CAPT McClain said generally all scripts and referrals are done in the computer and often a copy is given to the patient. Ms. Coffman stated that the exception was durable medical equipment (DME) requests which must be put in the computer, printed out and signed by the ordering provider. The patient uses this signed copy of the DME order as payment for the DME. A hand-written script is also needed to use the mail order pharmacy program. Jess Harrahill from the Primary Care Clinic mentioned that starting on 15 May Aileen Jasko will become part-time and Liz Reiser will increase her hours. Mrs. Lucas mentioned how happy everyone is with the Defense Authorization Act changes. She is concerned that some of our Medicare eligibles are dropping their supplemental insurance now before the implementation of TRICARE for Life on 1 October 2001. We assured her we are encouraging everyone to keep their supplemental insurance. Mrs. Lucas asked about the turnover at Bethesda. CAPT McClain explained that summer months always bring changes in military assignments and he also mentioned that Bethesda is undergoing reorganization. CAPT McClain closed the meeting with a short brief on PCM by name.
9. The meeting adjourned at 0940. The next scheduled meeting will be September 2001. Your signature below will indicate your approval for these minutes to be distributed to Health Care Consumer Council members.

K. D. MORRISON
CAPT, MSC, USN
Commanding Officer